



Dear Customer

**Changes to Cerne Abbas Outreach Services, 9 Long Street, Cerne Abbas, Dorchester, DT2 7JF
Affecting Bradford Abbas and Trent**

We are writing to inform you that, regrettably, due to low customer usage, the Outreach service at Bradford Abbas, operated by the Postmaster from Cerne Abbas Post Office, will cease from Tuesday 11 June 2024.

The Post Office has undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. At this time, therefore, we are not looking to replace Bradford Abbas Outreach Service.

As a result of the closure, there will be some changes to the opening times at Trent Hosted Service also operated by the Postmaster from Cerne Abbas Post Office. The change will commence from Tuesday 18th June 2024.

Further details of the changes to existing services are provided at the end of this letter.

We will display posters locally to let our customers know. It would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Antoinette Chitty

Antoinette Chitty
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches for Bradford Abbas Outreach Service

**There are times our branches may need to make changes to its opening hours.
The latest available branch information can be found on our
website www.postoffice.co.uk/branch-finder**

Thornford Post Office

Longford Road
Thornford
Sherborne
Dorset
DT9 6QQ

Services

Offers similar services, however excluding On Demand Travel Insurance.

Access

This branch has a wide door with two steps at the entrance.

Opening times

Mon and Wed	08:30 – 13:00
Tues and Thurs	08:30 – 13:00 14:00 – 17:00
Friday	08:30 – 17:00
Saturday	08:30 – 12:30
Sunday	Closed

Getting there

This Post Office service is located approximately 2 miles away from Bradford Abbas Outreach service, along varied terrain. Roadside parking is available in front the premises. There is no direct bus route between Bradford Abbas Outreach service and this Post Office service.

Yetminster Post Office

2 Sunnyside
High Street
Yetminster
Sherborne
DT9 6LF

Services

Offers similar services, with the addition of Vehicle Tax however excluding On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Opening times

Monday – Friday	09:00 – 16:00
Saturday	08:30 – 12:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.6 miles away from Bradford Abbas Outreach service, along varied terrain. Customer parking is available on site. There is no direct bus route between Bradford Abbas Outreach service and this Post Office service.

Details of the change to existing service:

**Trent Outreach Service, Trent Village Memorial Hall, Trent, Sherborne,
Dorset DT9 4SW**

Current opening times

Thursday	10:00 – 12:00
----------	---------------

New opening times

Tuesday	13:15 -15:15
---------	--------------

**To get this information in a different format, for example, in larger print, audio or braille
call 03452 66 01 15 or Textphone 03457 22 33 55.**

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub -
Postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure¹/planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.